

To Whom It May Concern,

I am writing to convey concerns voiced by many veterans I have served alongside, as well as those I have met following their transition from the Australian Defence Force (ADF). In particular, I wish to examine the appropriateness of commercial entities, both domestic and international, providing advocacy services, especially where fees or commissions are deducted from statutory entitlement payments. Many veterans have expressed serious concerns about the predatory practices of overseas paid advocacy groups, which often employ aggressive litigation tactics and impose excessive fees, including a percentage-based charge on compensation entitlements.

These organisations exploit vulnerable veterans, who turn to them believing they will secure better financial compensation and fearing they may be disadvantaged if they do not. However, the trade-off is the forfeiture of a portion of their incapacity payments. It is deeply concerning that such companies can exert undue influence over veterans and profit from their limited entitlements in this manner.

Veterans deserve access to effective, free, and efficient advocacy when navigating their permanent impairment claims. No veteran should feel compelled to pay for advocacy services simply to receive what they are rightfully owed. The claims process should be free, fair, and equitable for all. The existence of paid services not only undermines this principle but also threatens the integrity of the system by creating disparities in outcomes.

Sincerely,

A concerned veteran.